ATTACHMENT B

LIBRARY MANUAL

INFORMATION SCIENCE AND LIBRARY SERVICES
NNG12381152R

LIBRARY MANUAL

The Library Manual sets forth the authorities, specifications, and delivery schedule for this mission contract. Links to resources are provided when the authority or specification is electronically available. Authorities available by subscription or in paper format are available to staff members either from their workstation, via VPN or in the GSFC Library. Paper specifications that are available in the GSFC Library are legacy documents and have not yet been digitized for Web or Internet access.

In general, each section is divided into the following topics:

> AUTHORITIES AND REFERENCE TOOLS
> OPERATING SPECIFICATIONS (When Applicable)
> DELIVERY TABLE (When Applicable)

Definitions are included at the end of the manual.

COLLECTION BUILDING

ACQUISITION

AUTHORITIES AND REFERENCE TOOLS - ACQUISITIONS where ★ designates standard authorities

- Library Manual
- Technical Processing Procedures Manuals
- Network protocol standards
- NASA Access Management System (NAMS)
- Goddard Telephone Book
- Goddard GALAXY Online Catalog
- Goddard purchase order requests
- Batch order control charts
- GSFC Specifications Catalog
- GSFC Publications Office
- GSFC Xdocuments Catalog
- Dateline Goddard Announcement
- ★OCLC data base (WorldCat)
- ★ NASA Aeronautics and Space Database (NA&SD)
- ★NTIS data base – Online Version
- ★U.S. Government Manual
- ★Congressional Directory
- GPO Catalog Online

Further, the government requests establishment of the format of the item to be acquired. For electronic copy, multimedia or microfiche copy (in rare instances). For journals electronic copy vs paper copy, multimedia or microfiche copy

- Other types of literature
  In the absence of a designation, electronic copy is assumed
- Non-printed media
  Requests for tapes, cassettes, video disks, magnetic tapes are specifically identified as such.

Finally, the user request forms establish the retention requirements:
- Interlibrary Loan
- Suggester/Requestor

  The differential is the ultimate destination of the item:

  o   Interlibrary Loan – the item will be returned to the lending institution.
  o   Suggester/Requester - the requestor needs the item for immediate use; the

requestor is called; the item is usually delivered; it typically will not be returned to the library

CATALOGING

AUTHORITIES AND REFERENCE TOOLS - CATALOGING where ★ designates
standard authorities

- Library Manual
- Technical Processing Procedures Manual
- SIRSI Reference Guide - Cataloging
- ★AACR2
- ★LC Name and series Authority File via OCLC -
- ★LC Subject Headings List
- LC Rule Interpretations
- ★LC Classification Schedules (except Legislative Materials) -
- ★LC Author Number Creation
- NASA Thesaurus
    - http://www.sti.nasa.gov/thesvol1.pdf
      http://www.sti.nasa.gov/thesvol2.pdf
- NASA Aeronautics and Space Database (NA&SD)
- ★OCLC Bibliographic Input Standards
- OCLC Online Cataloging
- OCLC Authority: Users Guide
- OCLC MARC Code Lists
- OCLC Cataloging Service Users Guide
- U.S. MARC format for Holdings and Locations OCLC

OPERATING SPECIFICATIONS

This provides a general description of the forms and methods used in transmitting requests to the contractor.

The government requests will be forwarded in several ways:

- in writing
- via email
- via email w/attachment of request
- verbally and then confirmed in writing

The requests will be forwarded in several formats:

- Electronically via Goddard Library Electronic Request Form(s) via Goddard Library Website
  (Used primarily for document and interlibrary loan requests)
- Electronically via ILLiad or current GSFC Library Interlibrary Loan Software

- Goddard Library Acquisition Batch Form
- Goddard Library Card Application Forms electronically via the GSFC Library Website or via FAX
- ALA Interlibrary loan forms and electronic requests received via OCLC
- miscellaneous formats: letters, notices, etc.

The requests will be forwarded in various time cycles.

These requests are number-controlled by the government at two levels:

1. Batch Level
   This level controls the transfer of a large number of requests. The batch number is merely a sequential number based on the fiscal year. It usually also bears a textual definition on the government's records to identify the major characteristic of the batch.
2. Goddard Library Request Form or ILL Transaction Number
   This registration number or machine generated transaction number assigns a unique number to each individual request; the number is simply a sequential action number generated by the ILL system software. The assignment of the other numbers to facilitate forms processing maybe delegated to the contractor by the Contracting Officer's Technical Representative (COTR) .

The time priority of the requests is designated by the government as follows:

- Emergency
  Highest priority: request telephoned, emailed or hard delivered to the contractor; items obtained regardless of measures needed; item is hand delivered to the COTR or other designee without any processing; order will be confirmed later in writing - This category is rarely used and when used it is with the greatest discretion.
- Rush
  High priority; request telephoned, emailed or hand delivered to contractor; acquisition is done on an expedited basis; processing is minimal; orders falling in this category are generally available in the United States.
- Routine
  Normal priority; acquisition, processing and delivery on a regular basis; processing is complete.
- Difficult
  Acquisition of these items is regarded as unusually difficult or complex. Verification requirements are high since these items involve a foreign source or an item published in a limited edition – perhaps by an obscure source.

The government requests establish the official start date:
- Start Date
  This date is assigned by the government. It is generally designated as the day after the pickup date or transfer date of the requests to the contractor. However, in the case of

Emergency or Rush, it is set as the very same date as the request was first made/transferred to the contractor. Special incremental start-up dates may be authorized for large projects.

The government request also identifies the parameters for;
- Type of literature
  A distinction is made, where necessary, between E-books, E-journals, documents, etc. It is important that this designation be carried in the processing information lists for accountability of funds for statistical reporting.
- Technical processing instruction
  Provision is made for the delivery of items in the uncataloged state. Metadata for such items is expected to be recorded in the Integrated Library System to facilitate search, retrieval. Renewal information is also recorded in the Electronic Resources Management System.
- The requests carry a variety of bibliographical and acquisition data:
  - E-Books
    A fairly complete bibliographical citation is provided for items to be purchased, including an estimated cost.
  - Documents
    A high percentage of the requests originate with/in the NASA information data base output; thus the reference is generally of good and complete quality. However, requests other than NASA-based citations are not as complete and require basic verification.
  - E-Journals
    For items to be acquired, a fairly complete bibliographical and acquisition citation is usually provided.
  - Interlibrary borrowing
    These requests vary greatly in the degree of information provided. Verifications are required.

The government requests establish the number of copies to be furnished or processed:
- Documents
  Requests by users are read as a single copy unless approved otherwise in writing by the technical officer
- Requests by the technical officer for documents will carry a specific notation
- Photocopy requests
  All requests are read as a single copy for research purposes only
- Interlibrary borrowing
  All requests are restricted to a single copy for research purposes only

Cataloging

Background	
MARC	The Goddard Library started using full MARC on January 1, 1980. Prior to that, a MARC compatible record format was used. Records created in the MARC compatible format before 1980 were not converted to full MARC tagging.
ISBD	The Goddard Library started using ISBD (M) on January 1, 1980. Records created prior to that date were to be converted to ISBD (M).
AACR2	On January 1, 1980, the Goddard Library started using AACR2. Records created prior to that date were not converted to AACR2 headings
Microfiche:	The Goddard Library shifted to a full COM catalog for the circulating collection at the close of FY81. At that time, a sub-field of the 010 was defined to show original cataloging, the price information was added to the ISMN tag, and a media qualifier was added to the title field for materials other than printed books or manuscripts.
Closed entry:	Titles in a given series are cataloged, older records for single volumes are collapsed into a single record when appropriate.
Online Catalog:	The Goddard transitioned to SIRSI's STILAS/Unicorn Software in August 1996, and transitioned to SIRSI/Dynix Symphony which is the current Online Catalog software. All new records are added online using an appropriate combination of SIRSI Symphony and OCLC transfer functions.

MARC COMPATIBLE RECORDS

Records entered on the machine readable file prior to 1980 are in a MARC compatible format. The major visible differences between this format and true MARC are:

- The MARC compatible format lacks indicators
- The MARC compatible format lacks sub-field codes

MARC formats: The Goddard Library uses all applicable MARC formats supported by the SIRSI Symphony software.

OPERATING SPECIFICATIONS (cont)

Rules and sources of authority, p.1
All sources of authority listed here are assumed to be used in their most current form, often requiring the use of update supplements.

Rules	Date Adopted	Source of Information	Local Variations
AACR2, as interpreted by LC	January, 1981	AACR2 LC Cataloging Service Bulletins LC name and series authority file, through OCLC, current LC catalog records	1) Many pre-SIRSI records are for single volumes only. 2) Where, because the foregoing policy, a series of monograph records was created for the parts of a series (annual reviews, e.g.) each resulting monograph record carries the key-title and ISSN of the serial of which it is a part. This information is carried in a field tagged 490.0. No special search is made for this information; it is included in the Goddard record only when found during the course of normal pre-catalog searching. 3) Author/Title series have been retained for series where: a. The author/title tracing is already in the Goddard catalog with 5 or more entries. AND b. the form of the author has not been changed by cataloging rules or by organizational name change. Where there are fewer than 5 non-AACR2 series entries, all existing entries are corrected to the AACR2 form. If the form of the author entry changes for any

OPERATING SPECIFICATIONS (cont)

Rules and sources of authority, (continued)

Rules	Date Adopted	Source of Information	Local Variation
LC Subject Headings	Day 1	Current SIRSI file. LC cataloging Service Bulletin	None
NASA Thesaurus Terms	1976	Current Online or Printed edition with updates	None
LC Classification Scheme	Day 1	Current LC classification schedules (latest cumulated edition) <u>OCCASIONALLY</u> additions and changes issued by LC (through current date) LC Cataloging Service Bulleting	Congressional documents are not classed XF. They are classed in LR, class which does not exist in the LC scheme. A call number for a specific Congressional document is constructed as follows: LR___(the class number) 981___(the number of the Congress followed by the number of the session. SAP___(a symbol for the committee name, Senate committee symbols begin with S; House committee symbols begin with H; Joint committee symbols begin with J. Documents not pertaining to a committee are given the symbol "M". A table of committee symbols is in Section II.D.5. An accession number indicating that this is the third document to be added to the Goddard collection from the Senate Appropriations Committee, 98th Congress, 1st Session). (Entire call number on spine)

CATALOGING

E-BOOKS and JOURNALS

The Library has a large collection of electronic resources. Serials Solutions ERMS is the primary resource for storing information about the electronic collection. Some electronic books and journal records are included in the Library catalog. Cataloging follows standard guidelines with the addition of links to the online copy and an item record for the electronic copy.

CATALOGING

BOOKS and EBOOKS

Following are definitions of the categories of cataloging used in the forgoing method of measuring intellectual difficulty.

<u>LC CATALOGING</u>

Source of cataloging data is Library of Congress (the LC records may be found in a variety of sources, including MINI MARC, NUC, OCLC, CIP, NASA Aeronautics and Space Database, etc.). To be included in this category we must accept the main entry through the first period and we must accept the class number down to the author number.

<u>ORIGINAL CATALOGING</u>

There is no source of cataloging or the source is a non-LC cataloging group or service and w have changed <u>both</u> the main entry before the first period <u>and</u> we have changed the class number from alpha designator down to the author number. We consider NASA Aeronautics and Space Database a source only if the citation is from the NALNET file.

<u>SHARED CATALOGING</u>

Source of cataloging:

a) Any group or service other than LC, for which we have accepted the main entry through the first period or we have accepted the class number from the alpha designator down to the author number; or
b) LC, <u>IF</u> we have changed the main entry before the first period <u>OR</u> we have changed the class number from the alpha designator down to the author number.
c) LC serial record transformed to a closed entry will be considered <u>Shared</u>, even if the main entry and class number are accepted.

LEGEND FOR ABBREVIATIONS USED IN TABLES

SYMBOL	EXPLANATION
A	Annual
B	Both: Both Greenbelt and Wallops
C	Cumulative but purged to date where appropriate
D	Daily
E	Electronic
G	Greenbelt
H	Hardbound
IRR	Irregular
M	Monthly
NC	Not Cumulative, appropriate for period covered only
P	Paper – 8.5" x 11" or other as required
Q	Quarterly
S	Spiral bound and labeled on spine
SA	Semi-Annual
SCD	Standard Catalog Distribution
SRD	Standard Report Distribution – SCD and SRD extra copies are indicated by a figure
W	Wallops
WK	Weekly
X	Yes, applies
Date Due 15TH	The 15th of the month; if a weekend or holiday, the very next working day
Date Due Last	The final working day of the month

END PRODUCT DELIVERY TABLES

V.   ACQUISITIONS

BOOKS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date – As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
Billing List	B		M	X	Last	NC	X	X	E, P		2
Delivery List	B		W	X	Last	NC	X	X	E, P		2
Titles Cancelled	B		Q	X	Last	NC	X	X	E, P		2
Requester/Suggester Reports	B		Q	X	Last	X	X	X	E, P		1

END PRODUCT DELIVERY TABLES

   V.   ACQUISITIONS

   JOURNALS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date – As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Copies Distribution
Journal Titles on Order – Greenbelt	B	X	IRR	X	As Specified	X	X	X	E, P	2
Billing List	B	N/A	WK	X	Last	NC	X	X	E	2
Journal Cost List	B	X	A	X	15th	As Specified	X	X	E	SRD
Outstanding Order Analysis	B	X	Q	X	15th	As Specified	X	X	E	1

ACCESS SERVICES

AUTHORITIES AND REFERENCE TOOLS

- NASA Access Management System (NAMS)
- NASA/GALAXIE Circulation Manual
- STILAS Chart for Circulation Commands
- Technical Processing Procedures Manual
- GSFC Telephone Directory: printed and online versions
- The GSFC Interlibrary Loan Borrowing Policy
- The Performance Evaluation Plan (PEP) to support the GSFC
- Libraries' Contract
- The NASA Records Retention Schedules NPG 1441.1C, 1997. Available online at:
  http://www.sti.nasa.gov/nasarrs
- The National Interlibrary Loan Code for the United States, rev.2008
- The U.S. Copyright Law of the United States, December 2011(Title 17)
- The American Library Association's Guidelines and Procedures for Telefacsimile and
  Electronic Delivery of Interlibrary Loan Requests and Materials, 1994
- The American Library Association's Interlibrary Loan Packing and Wrapping
- Guidelines, 1994
- Interlibrary loan practices handbook, American Library Association, 1984
  (Z713 .B7 1984, GSFC Library, non-circ)

INFORMATION NAVIGATION

<u>AUTHORITIES AND REFERENCE TOOLS</u>: where * designated standard authorities

- Library manual
- Technical Processing Procedures Manual
- Network Protocol Standards
- ★Goddard GALAXY Online Catalog
- Web of Science
- ★NTIS Data Base
- NASA Thesaurus
  - http://www.sti.nasa.gov/thesvol1.pdf
    http://www.sti.nasa.gov/thesvol2.pdf
- NASA Aeronautics and Space Database (NA&SD)
- GSFC Specifications Catalog
- GSFC Telephone Directory
- GSFC X-Documents Catalog
- GSFC Professional Intern Presentations Catalogs
- National Space Science Data Center
- ★Ulrich's International Periodicals Directory
- ★Library of Congress Subject Headings
- IEEE/IEE Electronic Library (IEEE Explore)
- NASA Goddard Directives Management System
- ★The Internet and World Wide Web

<u>LIBRARY INFORMATION SYSTEMS SUPPORT</u>

AUTHORITIES AND REFERENCE TOOLS

- Library Manual
- Goddard GALAXIE Manual
- Goddard Library Web Site Manual
- [NASA IT Security Guidelines](#)
- Solaris X Documentation
- Library Systems Documentation (Procedures Manual)

OPERATING SPECIFICATIONS

The library contract will operate in a NASA-wide network environment which requires of all its participants:

- Adherence to the network protocol
- Cautious implementation of new system modules
- Cooperation in the establishment and maintenance of network-wide standards
- Compromises among the participants

REPORTS

AUTHORITIES AND REFERENCE TOOLS
- Magnitude of Reports as listed in Historical Tables in the RFP

OPERATING SPECIFICATIONS
Key metrics to be graphed for each functional area and included the Monthly Report:
> Collection Building
> Access Services
> Information Navigation
> Library Information Systems

Statistical database for longitudinal reporting:

> The database shall be maintained utilizing a standard machine-readable database package suitable for use on the Library personal computers

> The data shall be integrated and updated on a monthly basis and shall be cumulated and printed out quarterly as statistical supplement to the Monthly Report

> Selected data shall be included in the Monthly Report graphic format to visualize progress and to highlight selected subsets

> Data element presentation in the statistical database shall include, but not be limited to, the following data elements:
> - Tables of Magnitude data elements (Historical Tables in RFP)
> - Units of measure
> - Contractor performance for the period; the following parameters are illustrative only and do not represent the complete spectrum:
>   - Government requests
>   - Titles/volumes ordered, cataloged, delivered, backlogged, claimed
>   - Monies committed, monies billed, payment received
>   - Labor hours expended on function
>   - Labor costs/dollars expended on function
>   - Cost per product; cumulative costs per function
>   - Turn-around time achieved
>   - Forecast/ projection including administrative areas

Updated procedures manuals for all contractor operations shall be delivered to the government at the end of each contract year.

STANDARD REPORT DISTRIBTION: SRD

COPIES/DISTRIBUTION	GREENBELT
Library Technical Officer	2
Library Archives	1
TOTAL	3

LEGEND FOR ABBREVIATIONS USED IN TABLES

SYMBOL	EXPLANATION
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B	Both: Both Greenbelt and Wallops
C	Cumulative but purged to date where appropriate
D	Daily
E	Electronic
G	Greenbelt
H	Hardbound
IRR	Irregular
M	Monthly
NC	Not Cumulative, appropriate for period covered only
P	Paper – 8.5" x 11" or other as required
Q	Quarterly
S	Spiral bound and labeled on spine
SA	Semi-Annual
SCD	Standard Catalog Distribution
SRD	Standard Report Distribution – SCD and SRD extra copies are indicated by a figure
W	Wallops
WK	Weekly
X	Yes, applies
Date Due 15TH	The 15th of the month; if a weekend or holiday, the very next working day
Date Due Last	The final working day of the month

END PRODUCT DELIVERY TABLES
IX. REPORTS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date – As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
Administrative	B	X	M	X	15th	X	X	X	E, P	S	SRD +2
Technical	B	X	M	X	15th	X	X	X	E ,P	S	SRD +2
Statistical 1. Statistical Report	B	X	M	X	15th	X	X	X	E, P	S	SRD
2. Sub-Sets of Statistics	B	X	IRR	X	As Specified	X	X	X	E		SRD
Special	As Required		IRR	X	As Specified	As Specified			E		SRD +2
Final Administrative Report	B	X	A	X	Final Due Last Day of Contract	X	30 Prior to end of Year 1; required draft	30 Days Prior to end of contract; required draft	E, P	S	SRD +2

DEFINITIONS

Accession number. A number assigned to a physical item (bound volume, audio tape, etc.), usually assigned sequentially to incoming items. Often, a two-digit fiscal year prefix followed by six digits, the last of which is a check digit. Different kinds of items (e.g., monographs, journals, Goddard internal documents) and different libraries (Greenbelt and Wallops) may have different ranges of accession numbers during any given fiscal year.

Batch Order. A quantity of library requests to be handled in one operation; designated by a number, e.g., B83-007; these numbers also indicate the kind of material in each batch, i.e., books and journals, as well as library, i.e., Wallops or Goddard.

Delivery List. An alphabetical-by-title list sorted by cataloged books, un-cataloged books and books to be cataloged which shows those items that were delivered to either the Goddard or Wallops Libraries.

Emergency (Orders). Order placed and delivered within 24 hours.

Expedited - Titles with a RUSH status delivered by the Cataloging unit. Delivery time frame usually 1 week from date received in Cataloging.

GPO -- Government Printing Office. Official printer for Government agencies; supplies many different titles

GSFC -- Goddard Space Flight Center.

IEEE -- Institute of Electrical and Electronics Engineers.

IEL -- IEEE Electronic Library.

Library Manual. Government issued specifications for performance of contractor tasks.

Literature Search. A search for bibliographic citations using electronic searchable indexes and databases. May be titled and indexed by the subject researched.

NASA GALAXIE. The NASA adaptation of the SIRSI Corporation's STILAS software is called NASA GALAXIE, which supports the acquisitions, cataloging, circulation, and online public catalog functions of GRIN.

NASA Thesaurus. NASA Official list of subject descriptors (subject headings, subject terms) approved for use in RECON and NASA GALAXIE.

OCLC -- OCLC is a worldwide library cooperative, owned, governed and sustained by members since 1967. OCLC's purpose is "to establish, maintain and operate a computerized library network and to promote the evolution of library use, of libraries themselves and of librarianship, and to provide processes and products for the benefit of library users and libraries, including such objectives as increasing availability of library resources to individual library patrons and reducing the rate-of-rise of library per-unit costs, all for the fundamental public purpose of furthering ease of access to and use of the ever-expanding body of worldwide scientific, literary and educational knowledge and information"

Requestor. A person who asks that a particular title be purchased for or his/her office.

Rush - Order placed and completed before the next regularly scheduled delivery (within 5 working days).

X-Documents. Internal GSFC working documents with limited distribution.